

SBA

SOP 34 50

Employee Recognition Program

Office of Human Resources

U.S. Small Business Administration



SMALL BUSINESS ADMINISTRATION
STANDARD OPERATING PROCEDURE
National

SUBJECT: Employee Recognition Program	S.O.P.		F
	SECTION 34	NO. 50	

INTRODUCTION

1. Purpose. To outline the policies and procedures for implementing the Agency's Employee Recognition Program.
2. Personnel Concerned. All SBA Employees.
3. Directives Cancelled. SOP 34 51, SBA Incentive Awards Program
SOP 34 52, SBA Suggestion Program
4. Originator. Office of Human Resources.

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		PAGE 1

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EMPLOYEE RECOGNITION CONTENTS

Chapter 1. General Provisions

1.	What Is the Purpose of this Standard Operating Procedure?	7
2.	What Is SBA's Employee Recognition Policy?	7
3.	What Form Does SBA's Employee Recognition Program Take?	8
4.	Why Should I, as a Manager or Supervisor, Recognize My Employee?	9
5.	How Can I Give Recognition to My Employees?	9
6.	What Are SBA's Informal Recognition Awards?	9
7.	How and Where Do I Obtain Excellence and Length of Service Pins?	9
8.	What External Awards Are Open to SBA Employees?	10
9.	Who Can Nominate an Employee for an External Award?	10
10.	How Does the SBA Honors Awards Program Work?	10
11.	What Is the Criteria for an SBA Honor Award?	11
12.	How and When Is an Honor Award Presented?	11

Chapter 2. Cash Awards

1.	What Cash Awards Are Available to SBA Employees?	13
2.	Who Is Eligible to Receive a Cash Award?	13
3.	Who Is My Employee Recognition Coordinator?	14

Chapter 3. Employee Suggestion Program

1.	What Is the Purpose of the Employee Suggestion Program?	15
a.	Who Is Eligible for a Suggestion Award?	15
b.	Are There Any Types of Suggestions That Are Not Eligible for Consideration?	15
c.	How Do I Submit My Suggestion?	16
d.	What Is the Time Limitation for Submitting a Suggestion?	16
2.	What Happens to a Suggestion When It Reaches Human Resources?	16
3.	What Assurance Does a Suggestor Have for a Prompt Evaluation?	17
4.	What Are Suggestion Evaluation Factors?	17
5.	Who Evaluates a Suggestion?	17
6.	What Happens When the Evaluation Recommendation Is to Adopt the Suggestion?	18
7.	What Happens When a Suggestion Is Not Adopted?	18
8.	How Does the Evaluator Determine the Tangible or Intangible Benefits?	18
9.	How Is the Amount of a Suggestion Award Calculated?	19
10.	What Is the Scope of a Suggestion's Value and Application?	20
11.	When Is a Supplemental Award Appropriate?	21
12.	Is It Necessary for a Suggestion to Sign an Agreement?	21

Chapter 4. Quick Cash Award

1.	What Is a Quick Cash Award?	23
a.	Who Is Eligible to Receive This Award?	23
b.	How Much Is a Quick Cash Award?	23

c.	How Many Quick Cash Awards Can an Employee Receive?	23
2.	What Criteria Does the Nominator Use?	23
3.	Is There a Time Frame for Nominations?	24
4.	Who May Nominate an Employee for a Quick Cash Award?	24
5.	Where Do Nominators Get an SBA Form 1951 (Quick Cash Voucher)?	24
6.	What Must a Nominator Do?	24
7.	What Is the Approval Procedure?	25
8.	Who Puts the Social Security Number (SSN), and Appropriation and Accounting Codes on the Quick Cash Voucher?	25
9.	What Is the Quick Cash Award Payment Procedure?	25
10.	Who Keeps Records and Files Reports on the Quick Cash Award Program?	26
11.	Where is My Servicing Personnel Office Located?	27

Chapter 5. Delegated Authority and Responsibilities

1.	What Cash Award Authority Has the Administrator Delegated?	29
2.	Who Is Responsible for the Administration of This Program?	29
3.	What Authority Does the Administrator Retain?	30
4.	What is Human Resources Role?	30
5.	What Is the Role of a Management Board Member, District Director, Disaster Area Office Director or Service Center Director?	31
6.	What Is the Role of a Manager or Supervisor?	31

APPENDICES

1.	Index to Forms and Reports	33
2.	External Honor Awards	35

3.	SBA Employee & Support Employee of the Year Awards	45
4.	Lawrence W. Gardner Platinum Medal Honor Award	47
5.	Outline for Winning Award Nominations	49
6.	SBA Form 1994	51
7.	SBA Form 2013	55
8.	SBA Form 127A	57
9.	SBA Form 595	59
10.	SBA Form 1951	61

Chapter 1

General Provisions

1. What Is the Purpose of this Standard Operating Procedure (SOP)?

This SOP provides guidance to SBA managers and supervisors on the administration and implementation of SBA's Employee Recognition policy. It also provides employees with information concerning the various programs established by this SOP.

2. What Is SBA's Employee Recognition Policy?

SBA's Employee Recognition policy is to:

- a. Encourage employees toward increased productivity and creativity and to support and enhance SBA's mission to serve the small business community;
- b. Recognize high-level performance and valuable employee contributions;
- c. Guarantee nondiscriminatory administration of SBA's employee recognition programs;
- d. Use incentives for their intended purpose and not as substitutes for other personnel pay actions;
- e. Consider employee suggestions for applicability, not only throughout SBA, but also to the Federal Government;
- f. Emphasize the importance to managers and supervisors of incentives in motivating employees and improving our customer service and Government operations; and
- g. Allocate adequate budget, staffing, and support services to ensure prompt action on awards and employee suggestions, and effective promotion and publicity activities for this program.

3. What Form Does SBA's Employee Recognition Program Take?

- a. Cash Awards - As described in chapter 2, managers and supervisors may grant certain cash awards. The SBA may grant cash awards ranging from \$25 to \$10,000. Those over \$10,000 require the Office of Personnel Management's (OPM) approval.
- b. Combination Non-monetary and Cash Awards - Presidential or special awards fall into this category of awards which are usually honorary in nature for specific conditions or needs with a cash honorarium accompanying the plaque or certificate.
- c. Performance-based Recognition - Performance-based recognition includes performance awards and Quality Step Increases (QSI's);
- d. Performance Recognition for the Senior Executive Service (SES) - Performance awards (SES Bonuses) are paid to members of the SES based on high level performance during the annual performance appraisal cycle (see SOP 39 20).
- e. Superior Accomplishment Awards - These awards recognize the following one-time contributions: special acts or services, suggestions, or inventions.
- f. Presidential Recognition - These awards, granted by the President, recognize exceptional achievements of unusual benefit to the Nation. The following are Presidential awards: President's Award for Distinguished Service; Presidential Management Improvement Award; Presidential Letter of Commendation; and Presidential Rank Award for Senior Executives (see SOP 39 20).
- g. Honor Awards - Honor Awards usually consist of medals, plaques, certificates suitable for display, citations, badges, or other items that the awardee may wear or display as an honor of some special achievement. Honor awards fall into two categories:
 - (1) External Honor Awards recognize SBA employees who meet the criteria of the sponsoring organization for various achievements (see appendix 2); and
 - (2) Internal Honor Awards are those given by the SBA to SBA employees who meet the eligibility criteria for a specific award (see appendix 3).

4. Why Should I, as a Manager or Supervisor, Recognize My Employees?

You are responsible for motivating your employees to excel in their performance and for listening to their suggestions for improving the efficiency, economy, and effectiveness of customer service to the small business community. You can accomplish this by giving appropriate recognition to your employees. SBA's authority for our Employee Recognition Program is 5 USC §§ 4501 - 4509; and 5 USC § 5336; 5 CFR Part 451, Awards; 5 CFR Part 531, Subpart E, Quality Step Increase; and any applicable labor agreement between the SBA and any duly recognized exclusive representative.

5. How Can I Give Recognition to My Employees?

The SBA encourages supervisors to give appropriate informal recognition awards, honorary, and Quick Cash Awards to motivate and recognize employee contributions at staff, unit, or individual meetings.

6. What Are SBA's Informal Recognition Awards?

Supervisors and/or managers may authorize the following informal recognition awards that do not have a tangible monetary value.

- a. Length of Service Pins are available in increments of 5 years beginning with a 10 Year Service Pin. This award recognizes an employee's length of service using the employee's service computation date based upon all creditable Federal service (including certain military service).
- b. Letters of Appreciation may be written at any time to recognize a job-well-done or a specific act.
- c. The SBA Excellence Pin (which requires your Management Board member's written approval before presentation) provides employee recognition for achievements on a more immediate and spontaneous basis. The award recognizes an employee for special performance or for going the extra mile.

7. How and Where Do I Obtain Excellence and Length of Service Pins?

Servicing personnel offices (SPO) will maintain a supply of Excellence and Length of Service Pins. Managers should request pins from their servicing personnel office 3

weeks before the intended presentation. SPOs should order supplies of Length of Service Pins from GSA using an SBA Form 2 and the SBA Excellence Pin from Guidance, Innovation and Review Division.

8. What External Awards Are Open to SBA Employees?

SBA nominates SBA employees for external awards based on an outside organization's solicitation criteria for eligibility for a specific award. There are many such awards, and the nomination deadlines vary. Most external awards focus on individual accomplishment, however, some recognize teams, workgroups, or even entire organizations which demonstrate unusual excellence in a particular field of endeavor. The Office of Human Resources (HR) will issue an Information Notice and will solicit nominations on an ad hoc basis with the sponsor's requirements for a specific award. See appendix 2 for details on external awards.

9. Who Can Nominate an Employee for an External Award?

Based on the award criteria, managers may respond to HR's solicitation for nominations for the various awards on a timely basis. Managers must submit their nomination to HR and HR will prepare a transmittal memorandum for SBA's nomination for signature by the designated SBA official. In addition, the Inspector General Award is presented to those SBA employees who have made outstanding contributions in support of the Office of Inspector General.

10. How Does the SBA Honors Awards Program Work?

SBA's internal awards program is a competition for specific honor awards announced by the Assistant Administrator for Human Resources inviting SBA employees to nominate individuals or groups of SBA employees for SBA's Gold, Silver, and Bronze Medal; Employee of the Year and Support Employee of the Year Awards; or for the Lawrence Gardner Platinum Medal Award. Appendix 3 contains a listing of SBA's Honor Awards and procedures. In the initial phase of the Employee of the Year competition, nominees compete locally by region (10); Disaster Area Office (4); or Headquarters (1). The Honor Awards Committee evaluates the 15 local winners to determine the SBA's Gold, Silver, and Bronze Medal Awards Employee of the Year; and Support Employee of the Year. The Honor Awards Committee also evaluates the nomination packages for the Lawrence Gardner Platinum Award, which may not be awarded each year, and makes a recommendation if the Committee finds a worthy nominee. See appendices 3, 4, and 5 for details on how to write winning award nominations.

11. What Is the Criteria for an SBA Honor Award?

SBA employees who, by virtue of their demonstrated excellence in one or more of the five criteria listed below, may receive an award:

- a. Extraordinary Achievement;
- b. Service to the Public;
- c. Distinguished Career Service;
- d. Supervisory/Managerial Achievement; and/or
- e. Equal Employment Opportunity Achievement.

12. How and When Is an Honor Award Presented?

The Administrator has the discretion to hold an Agencywide Honor Awards Ceremony to recognize and celebrate the accomplishments of SBA's award recipients. An SBA Information Notice will announce the details regarding the ceremony, such as date, location, and other logistical information. Generally all employees who work at the site of the ceremony are given an opportunity to attend.

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Chapter 2

Cash Awards

1. What Cash Awards Are Available to SBA Employees?

- a. Performance Awards - lump-sum cash awards linked directly to the employee's annual performance ratings under SOP 34 30, (PMAS) and SOP 39 20, (SES).
- b. Superior Accomplishments Awards - monetary awards for a contribution resulting in tangible benefits or savings or intangible benefits to the Government. There are three types of superior accomplishment awards: Special Act or Service (one-time occurrence which involves overcoming unusual difficulties, or special effort or innovation, or courageous handling of an emergency situation not used to justify a performance award, suggestion, and invention awards); and
- c. Quick Cash Award - an on-the-spot cash voucher recognizing individual achievement, creativity, and/or initiative.

2. Who Is Eligible to Receive a Cash Award?

All employees appointed under Title V of the U.S. Code are eligible to receive cash awards with the following exception:

5 CFR ● 451.105 restricts Presidential Appointees, Non Career Senior Executives, and Schedule C appointees from receiving a cash award during a Presidential election period (during the calendar year of a Presidential Election).

NOTE: *The following individuals who provide services to SBA are not employees under Title V of the U.S. Code and they may not receive cash awards: **contract employees, consultants, volunteers, student volunteers.***

3. Who Is My Employee Recognition Coordinator?

If you are in...	then contact...
Office of the Inspector General	OIG Personnel Office
Disaster Assistance Area Office	Disaster Area Personnel Office
Financial Operations in Denver, a Regional, District, Branch, or Government Contract Area Office	HR Operations Division - Denver
Servicing Center or Headquarters	HR Operations Division at Headquarters

For additional information, see chapter 3, Employee Suggestion Program.

Chapter 3

Employee Suggestion Program

1. What Is the Purpose of the Employee Suggestion Program?

The purpose of the Employee Suggestion Program is to encourage maximum participation by SBA's employees to suggest improvements in SBA and other Governmental operations. SBA's suggestion program provides management with a means for recognizing and rewarding employees who, by their ideas, have contributed to the efficiency, economy, and effectiveness of Government operations. Suggestion awards are typically monetary. The amount of each award depends on the value of the suggestion. Suggestions which are not adopted, but clearly display originality and thought on the part of the suggester, may be recognized by a letter of appreciation.

a. Who Is Eligible for a Suggestion Award?

Any employee or former employee (including an employee's estate) is eligible for recognition for a suggestion that was made while employed by SBA, when the suggestion is adopted.

b. What Suggestions Are Not Eligible?

Examples of suggestions that are not eligible include:

- (1) A suggestion made by a supervisor or other management official that pertains to work under his/her direct supervision;
- (2) A complaint which does not offer a constructive recommendation for correcting the cause of the complaint;
- (3) A proposal to correct errors that occur in printing;
- (4) A proposal calling for routine maintenance and repairs;
- (5) Proposals covering a change which the suggester has authority to make without the specific approval of his/her chain of command, or suggestions that cover matters mostly within the suggester's job requirements;
- (6) A suggestion which duplicates an action management considered before receiving the suggestion; and

- (7) Ideas relating to employee benefits, working conditions, housekeeping, buildings and grounds, and routine safety practices. These ideas are not appropriate for processing under the Employee Suggestion Program.

c. How Do I Submit My Suggestion?

You must submit your suggestion on SBA's Suggestion Form 1994 (see appendix 6).

d. What Is The Time Limitation for Submitting a Suggestion?

If you informally or orally make a suggestion and your idea is adopted, you must put your idea into written form. In order to be eligible for an award you must submit your idea in writing and submit it to your Employee Recognition Coordinator no later than 6 months following adoption of your idea. There is no time limitation for submitting formal, written, suggestions following the procedures outlined in chapter 3. Although not required, we recommend that employees discuss their suggestions with their supervisors before submitting them.

2. What Happens to a Suggestion When It Reaches The Office of Human Resources?

Employee Recognition Coordinators will:

- a. Review the suggestion SBA Form 1994, "Employee Suggestion" for completeness prior to dating, assigning a case number, and logging the suggestion into the database; incomplete suggestions will be returned;
- b. Make a case folder and place the original suggestion in the folder;
- c. Send a cover letter, copy of the suggestion, and an SBA Suggestion Evaluation Form (SBA Form 2013) to the appropriate evaluation office, after deleting all identifying information about the suggester;
- d. Send PART 2 of SBA's Employee Suggestion Form (SBA Form 1944), "Acknowledgment of Employee Suggestion," to the suggester with the expected action date or a note explaining what is incomplete;
- e. E-mail the evaluator, as a reminder, after 15 days from evaluator's receipt of the suggestion. The evaluator may request and receive an extension for no more than 15 days, for good cause. Five days before expiration date of extension, the

coordinator will send evaluator another e-mail reminder; and

- f. Notify the appropriate personnel director for Headquarters and field (Director, Human Resources Operations Division), Inspector General, or Disaster Assistance. The appropriate personnel director will contact by telephone the evaluator's supervisor and request an evaluation completion due date.

3. What Assurance Does a Suggester Have for a Prompt Evaluation?

If the completed suggestion is not received within 10 workdays of the personnel director's call, the coordinator will prepare a letter for signature by the AA/HR, addressed to the Management Board member whose staff is responsible for evaluation of the suggestion, requesting timely action on the suggestion.

4. What Are Suggestion Evaluation Factors?

The suggestion is a constructive proposal which contributes to productivity, economy, efficiency, or increases effectiveness in carrying out SBA's programs or mission. Other factors include:

- a. Savings in terms of printing costs;
- b. Finding use for wasted materials;
- c. Speeding up production of the number of cases or portfolios processed;
- d. Saving time (in terms of hourly wages) that permits productive work elsewhere;
- e. Enhanced customer service;
- f. Improved policy and/or procedures; or
- g. Improved safety or accident prevention.

5. Who Evaluates a Suggestion?

The evaluator (lowest level Agency official with authority to implement the idea) will determine whether the suggestion warrants adoption in whole or in part. If so, the evaluator will determine the anticipated tangible and/or intangible benefits in accordance with Table 1 in paragraph 3-8 below, to determine the award amount.

6. What Happens When the Evaluation Recommendation Is to Adopt the Suggestion?

The coordinator will:

- a. Prepare a letter of congratulations and a certificate of "Adopted Employee Suggestion" SBA Form 127A for the signature of the appropriate personnel director;
- b. Type an SBA Form 595, "Recommendation for Performance Award," for the signature of the appropriate personnel director;
- c. Send a copy of the evaluation, along with the congratulations letter, to the suggester and, if applicable, the regional contact; and
- d. Update the suggestion database to indicate the suggestion is closed and send the file to storage after 2 years.

7. What Happens When a Suggestion Is Not Adopted?

The coordinator will:

- a. Prepare a non-adopt letter for the signature of the appropriate personnel director;
- b. Send a copy of the evaluation, along with the non-adoption letter and a small token gift (obtained from Human Resources - Headquarters) for submitting, to the suggester, and, if applicable, a copy to the regional contact; and
- c. Update the database to indicate the suggestion is closed. Original file is sent to storage after 2 years.

8. How Does the Evaluator Determine the Tangible or Intangible Benefits?

Evaluators must determine measurable savings in terms of dollars that result from adoption of the suggestion in order to make a tangible benefits determination. If an evaluator cannot quantify or calculate measurable savings from adoption of the suggestion, an intangible benefits determination is made.

- a. Examples of tangible benefits where savings may accrue:

- (1) Reducing printing costs;
 - (2) Finding use for wasted materials; or
 - (3) Speeding up production.
- b. Examples of intangible benefits:
- (1) Better service to the public;
 - (2) Improved safety or accident prevention;
 - (3) Enhancing SBA's reputation in the eyes of the Federal community or the general public; or
 - (4) Improving the quality of work life of SBA employees.
- c. When a contribution results in both tangible and intangible benefits, the evaluator calculates a cash award based on the tables below.

9. How Is the Amount of a Suggestion Award Calculated?

Tangible Benefits - A cash award of at least \$50.00 may be made for a suggestion's first year savings less the cost of implementation. Evaluators make award recommendations based on a percentage of savings using Table 1 below.

TABLE 1

AWARDS SCALE FOR TANGIBLE BENEFITS	
FIRST YEAR NET SAVINGS IN (\$)	AMOUNT OF AWARD
\$500 - 2,000	10 percent of tangible savings.
\$2,001 - 20,000	\$200 for the first \$2,000 of net savings, plus 5 percent of the amount over \$2,000.
\$20,001 - 50,000	\$1,100 for the first \$20,000 of savings, plus 2.5 percent of the amount over \$20,000.
\$50,001 - 200,000	\$1,850 for the first \$50,000 of savings, plus 1 percent of the amount over \$50,000.
\$200,001+	\$3,350 for the first \$200,000 savings, plus 0.1 percent of the amount over \$200,000. (Note: Cannot exceed \$10,000 without OPM approval.)

Evaluators may deviate from the tangible scale when there are substantial nonrecurring costs to implement an employee suggestion that result in multi-year cost savings and the amount of the award, on the basis of the first year's net savings alone, would result in an inadequate award. In these instances your award is based on the average estimated net savings over a period of years. The evaluator and suggester may work together to submit documentation to adequately support such deviations.

10. What Is the Scope of a Suggestion's Value and Application?

Intangible Benefits - Evaluators base nonmeasurable suggestion awards on the value or benefit to SBA or Government operations in general. Application, significance of the contribution, and importance of the programs affected are all valid considerations. The awards scale for intangible benefits is shown in Table 2 in this paragraph.

TABLE 2

AWARDS SCALE FOR INTANGIBLE BENEFITS				
BENEFIT VALUE	LIMITED	EXTENDED	AGENCY WIDE	GOVERNMENT WIDE
MODERATE	\$50 - 100	\$100 - 200	\$200 - 400	\$400 - 800
SUBSTANTIAL	100 - 200	200 - 400	400 - 800	800 - 2K
HIGH	200 - 400	400 - 800	800 - 2K	2K - 5K
EXCEPTIONAL	400 - 800	800 - 2K	2K - 5K	5K - 10K

- a. The terms used in Table 2 relate to an employee suggestion that results in intangible benefits of the following:
 - (1) Moderate Value. The relationship of the suggestion to the overall operation, such as a minor but important improvement to an SBA form or publication; or a minor change in procedure, etc.
 - (2) Substantial Value. The effect on the overall operation, such as a major improvement in a form or a procedure which increases efficiency.
 - (3) High Value. The significance of the effect on the overall operations, such as a complete revision of a form or procedure; development of a new form or procedure which greatly increases efficiency; a proposal that solves an important operational problem, or that contributes to improved customer service or relations to the public.

- (4) Exceptional Value. Rare or significant impact upon the operation, such as application of a new technique, or a principle having high potential value; a proposal for a streamlined procedure which promotes efficiency to a greater degree than is normally achievable, or solves several interrelated problems and results in highly improved operations.
- b. The application of an employee's suggestion:
- (1) Limited. Affects operations in one SBA program.
 - (2) Extended. Affects operations of several SBA programs or offices.
 - (3) Broad. Applicable to SBA and may be useful agencywide.
 - (4) General. Applicable throughout several Federal agencies or departments or makes a significant contribution to the public interest throughout the Nation.

11. When Is a Supplemental Award Appropriate?

If it turns out that a suggestion, when put into effect, yields larger first year savings than was originally anticipated, or when it is impossible to calculate the first year savings, in advance, the suggester and evaluator have the responsibility to notify their servicing personnel office to request a re-computation of the award.

12. Is It Necessary for a Suggester to Sign an Agreement?

No, the submission of a suggestion or the acceptance of any type of award by an SBA employee constitutes an agreement that the use of his/her idea, method, or device by the Government of the United States or the Government of the District of Columbia, shall not form the basis of a further claim of any nature against the Government.

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Chapter 4

Quick Cash Award

1. What is a Quick Cash Award?

Quick Cash is an on-the-spot incentive award. Quick Cash provides immediate feedback and recognition to employees who demonstrate their determination to excel and to do the best they can in a particular situation. This particular award allows supervisors to promptly acknowledge and reward an employee's special contribution.

a. Who is Eligible to Receive this Award?

- * Any SBA employee, as defined in paragraph 2-2, may receive a Quick Cash Award. Deserving employees may be found at all levels of the SBA and become eligible when nominated by a supervisor or manager. For additional information on the Quick Cash Award procedures, see paragraph 9 in this chapter. *

b. How Much is a Quick Cash Award?

The award ranges from a minimum of \$50 to a maximum of \$250 in "net" worth in \$25 increments. Your leave and earning statements will reflect the "gross" amount subject to the withholding of income taxes. Imprest fund cashiers may not cash award checks that do not meet this criteria.

* c. How Many Quick Cash Awards Can an Employee Receive?

The number of Quick Cash Awards that an employee can receive will vary depending on the amount of the awards. However, the maximum most employees may receive in any 12-month period e.g., January 1 - December 31 is \$750. Therefore, theoretically an employee could receive three \$250 awards or any other combination of awards as long as the "net" amount does not exceed \$750 in any 12-month period. *

2. What Criteria Does the Nominator Use?

Examples of achievements which may qualify for a Quick Cash Award include, but are not limited to, the following:

- * a. Spontaneously fills in for another employee during a short time period, e.g. a week or so, or helps out a team member during peak workload when not assigned to do so; *
- b. Produces exceptionally high quality work under tight deadlines;
- c. Demonstrates exceptional courtesy or responsiveness in dealing with customers or colleagues; and/or
- d. Turns around a dissatisfied customer through conscientious follow-up of a complaint.

3. Is There a Time Frame for Nominations?

Nominations must be initiated and approved within 30 calendar days of the event being recognized.

4. Who May Nominate an Employee for a Quick Cash Award?

Supervisors and managers may nominate any employee except someone above them in their supervisory chain. It is not necessary for the nominator to be in the employee's supervisory chain of command.

5. Where Do Nominators Get an SBA Form 1951 (Quick Cash Voucher)?

Each office should maintain these forms with all other standard SBA forms. Packets of 25 SBA Form 1951s can be ordered from the Consolidated Forms and Publications Distribution Center (CFPDC). Supplies may also be kept by your administrative officer.

6. What Must a Nominator Do?

- * The nominator fills out and signs a Quick Cash Award Voucher, SBA Form 1951, including the appropriation code of the nominator's office. The nominator should state the nature of the achievement on the Award Voucher, verify that the employee has not exceeded the \$750 limitation, and obtain approval and the signature of the reviewing official. *

7. What is the Approval Procedure?

- * Quick Cash Awards require the approval of a "Reviewer" who must be at a higher management level than the nominator. If the nominator is not the employee's immediate supervisor, the reviewer must be in the employee's supervisory chain and at a higher management level than the nominator. If the nominator is a Management Board member not in the employee's supervisory chain, the reviewer must be a Management Board member in the employee's supervisory chain. Reviewer's authorization may be given via e-mail and so noted or attached to the payment authorization voucher (SBA 1951). *

8. Who Puts the Social Security Number (SSN), and Appropriation and Accounting Codes on the Quick Cash Voucher?

The Quick Cash Awardee is responsible for the accuracy of the SSN and the nominator is responsible for supplying all other codes or numbers.

9. What is the Quick Cash Award Payment Procedure?

After the nominator presents the employee with the completed Quick Cash Award.

- a. Employees receiving Quick Cash Awards:
 - (1) Must cash the Award Voucher within 30 days of presentation; and
 - * (2) May accept electronic payment for award payments, since the program allows for electronic payment to your bank account within 3 days of input. It is the most reliable and efficient method of payment. To use this method, take your Quick Cash Award voucher and photo ID, and ask your administrative officer to process the award as a Quick Cash payment (PQ). Quick Cash Award payments made by Headquarters and field office imprest fund cashiers have a cash payment limitation of \$50. If you prefer a cash payment of your award for \$50 take the Award Voucher and your photo ID to the nearest imprest fund cashier. *
- * b. The administrative officer will check vouchers to ensure completion of the employee's name, social security number, justification, appropriate accounting data, and signature of the nominator and reviewer, and that the amount of the award is no less than \$50 and no more than \$250 in increments of \$25 and, if ok, must witness the employee's signature, check the appropriate block, and sign the voucher before entering the PQ. *
- c. Should the imprest fund cashier not have enough cash in the imprest fund for the award, the award recipient may ask the administrative officer to process a PQ document using Federal Financial System (FFS).

- * d. Within 5 days of redeeming an award voucher, the imprest fund cashier or administrative officer must forward the **original** Award Voucher to the employee's servicing personnel office to enter the pertinent data in the National Finance Center (NFC) system for payroll and tax purposes (the servicing personnel office must answer "**No**" to the "generated payment" prompt to prevent double payment of the award) and to generate an SF-50. *
- * e. The imprest fund cashier must send a **copy** of the Award Voucher to the Denver Finance Center (DFC) in Denver for reimbursement and necessary accounting functions. *
- f. NFC ensures that each employee's W-2 reflects the appropriate information. Each cash award received is a "net" amount and the employee's leave and earning statement, SF-50 and W-2 will reflect a calculated "gross" amount.
- g. The servicing personnel office is also responsible for reviewing the Award Vouchers to ensure these procedures were properly followed. The servicing personnel office will report any procedural mistakes or error in policy to the Director of the Guidance, Innovation, and Review Division for appropriate action.

10. Who Keeps Records and Files Reports on the Quick Cash Award Program?

Servicing personnel offices maintain a record of awards processed by their office which includes the name of the recipient, nominator, reviewer, amount, and effective date.

11. Where Is My Servicing Personnel Office Located?

If you are in...	then contact...
Office of the Inspector General	OIG Servicing Personnel Office (Headquarters)
Disaster Assistance Area Office	Disaster Area Servicing Personnel Office
OFO Denver or a Regional, District, Branch, or Government Contract Area Offices	Human Resources' Operations Division - (Denver)
Headquarters or a Servicing Center	Human Resources' Operations Division - (Headquarters)

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Chapter 5

Delegated Authority and Responsibilities

1. What Cash Award Authority Has the Administrator Delegated?

DELEGATION OF AUTHORITY TO APPROVE CASH AWARDS	
The following authority to approve monetary awards in the amounts indicated below are subject to technical review to ensure conformity with this SOP by the appropriate servicing personnel office.	
Quick Cash Awards from \$50.00 to \$250.00 in increments of \$25.00	Second level supervisors after insuring that the employee has not exceeded the \$500 fiscal year limitation (\$750 for Disaster Loan Making).
Suggestions up to \$500; cash awards up to and including \$2,000	Management Board members, Center, Disaster Area Office, and District Directors (except for their immediate subordinates).
All awards up to and including \$3,500	Associate Deputy Administrator for Management and Administration.
All awards up to and including \$5,000	Deputy Administrator and Inspector General (for IG employees).
All awards up to and including \$10,000	Administrator.
Awards over \$10,000	US Office of Personnel Management.

2. Who Is Responsible for the Administration of This Program?

The Administrator delegated overall authority for carrying out SBA's Employee Recognition Program to the Associate Deputy Administrator for Management and Administration (ADA/M&A) who has delegated:

- a. Administration of the day-to-day activities of this program to the Assistant Administrator for Human Resources; and
- b. Approval of employee recognition to Management Board members, regional administrators, district directors, center directors and disaster area office directors for their own offices, with the exception of awards for their immediate subordinates.

3. What Authority Does the Administrator Retain?

The Administrator retains the approval authority for nominations for Presidential Awards and designated External Awards.

4. What Is Human Resources' Role?

a. AA/HR:

- (1) Establishes the policy and procedures necessary for carrying out an effective and efficient SBA Employee Recognition Program;
- (2) Refers any individual award in excess of \$10,000 to the U.S. Office of Personnel Management (OPM) for approval;
- (3) Must update this SOP;
- (4) Reviews the operations of the program at all levels of the SBA, recommending corrective action as necessary; and
- (5) Maintains related records and prepares required OPM reports on the program's operation.

b. Servicing Personnel Offices:

- (1) Appoint an Employee Recognition Coordinator with day-to-day program responsibility;
- (2) Provide technical assistance and advice to all levels of management on all aspects of the Employee Recognition Program;
- (3) Certifies for payment of all awards approved within their area of responsibility;
- (4) Maintain records of award recommendations; and
- (5) Prepare or coordinate the preparation of required reports.

5. What Is the Role of a Management Board Member, District Director, Disaster Area Office Director, or Service Center Director?

Management Board members, and district, disaster area office and service center directors:

- a. Approve award recommendations for employees within their jurisdiction, consistent with applicable delegations of authority for each of the various forms of recognition;
- b. Actively support and encourage participation in the Employee Recognition Program; and
- c. Perform periodic reviews of the Program to ensure that supervisors and employees within their jurisdiction comply with all policy and procedural aspects of the Program, and that its administration is fair and consistent at their level of responsibility.

6. What Is the Role of a Manager or Supervisor?

SBA supervisors and managers must:

- a. Understand and actively support all aspects of the Program;
- b. Inform employees of the opportunities the Employee Recognition Program offers for individual and group recognition;
- c. Recognize and appropriately reward employees; and
- d. Ensure fair and consistent application of the Program.

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APPENDIX 1

Index to Forms & Reports

Forms

- | | | |
|----|---|--------------------------|
| 1. | "Employee Suggestion Form," SBA Form 1944 (1/97) | Chapter 2, paragraph 3c. |
| 2. | "SBA Suggestion Evaluation Form," SBA Form 2013 (7/97) | Chapter 3, paragraph 1c. |
| 3. | "Certificate of Adopted Employee Suggestion,"
SBA Form 127A (4-75) | Chapter 3, paragraph 5a. |
| 4. | "Recommendation For A Cash Award,"
SBA Form 595 (1/90) | Chapter 3, paragraph 5c. |
| 5. | "Quick Cash Award," SBA Form 1951 (5/97) | Chapter 4, paragraph 4. |

Reports

Reserved

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APPENDIX 2

External Honor Awards**Alphabetical Index of External Honor Awards**

Award	Page
Achievement in Managing Information Technology Award	25
Arthur S. Flemming Award.....	27
Charles A. Bradshaw Award	26
Donald L. Scantlebury Memorial Award	30
Everett O. Alldredge Award.....	30
Executive Excellence Awards.....	23
Federal Women's Program Achievement Award.....	25
Federal Leadership Conference Award	27
Federal Property Manager Award	24
Federal Telecommunications Systems 2000 Award.....	29
GEICO Public Service Award	23
Information Resource Management Award	29
Innovations in American Government Award	25
Kennedy International Prizes in Mental Retardation	28
Linda Trunzo Humanitarian Award.....	30
Mary D. Pinkard Leader in Federal Equity Award.....	28
National Partnership Award	29
National Public Service Award	23
President's Council on Management Improvement (PCMI) Awards for Management Excellence.....	26
President's Quality Award	31
Public Service Excellence Award	24
Roger W. Jones Award for Executive Leadership	27
Volunteer Action Award	24
William A. Jump Memorial Award.....	31

External Honor Awards

Index of External Honor Awards By Month Nomination Is Due

January

Volunteer Action Award	24
Innovations in American Government Award.....	25
Kennedy International Prizes in Mental Retardation	28

February

Public Service Excellence Award.....	24
Charles A. Bradshaw Award	26
William A. Jump Memorial Award	31

March

National Public Service Award.....	23
Information Resource Management Award	29
Federal Telecommunications Systems 2000 Award	29

April

Mary D. Pinkard Leader in Federal Equity Award.....	28
---	----

May

Federal Property Manager of the Year Award	24
Federal Women's Program Achievement Award	25

June

President's Council on Management Improvement (PCMI) Awards for Management Excellence	26
---	----

July

Executive Excellence Award.....	23
Achievement in Managing Information Technology Award	25
National Partnership Award	29
Everett O. Alldredge Award	30

September

GEICO Public Service Award.....	23
Linda Trunzo Humanitarian Award.....	30

October

President's Quality Award.....	31
--------------------------------	----

November

Federal Leadership Conference Award.....	27
--	----

December

Roger W. Jones Award for Executive Leadership.....	27
Arthur S. Flemming Award.....	27
Donald L. Scantlebury Memorial Award.....	30

Description of External Honor Awards

Executive Excellence Awards

These awards recognize Senior Executives who have made significant contributions to improving the efficiency, effectiveness and productivity of the Federal Government, as well as those whose performance has improved the image of the career SES and Federal Executive Service.

Due Date: July

Sponsoring Organization: Senior Executives Association Professional Development League

Contact: Rose M. Kirk -- (202) 927-7000

Eligibility: Career Senior Executives

GEICO Public Service Award

GEICO honors four Federal employees for outstanding achievement to the public in the fields of Substance Abuse Prevention and Treatment, Fire Prevention and Safety, Physical Rehabilitation, and Traffic Safety and Accident Prevention. They also recognize one retired Federal employee for special contributions since retirement from the Federal Service.

Due Date: September

Sponsoring Organization: GEICO Philanthropic Foundation

Contact: Vince Giapietrio -- (301) 986-2798

Eligibility: Career employees and retirees.

National Public Service Award

This award honors five career public service practitioners who have made outstanding contributions on a sustained basis to the betterment of Government.

Due Date: March

Sponsoring Organization: American Society for Public Administration & the National Academy of Public Administration

Contact: Elmer B. Staats -- (202) 393-7878

Eligibility: Career Employees.

Volunteer Action Awards

Created to honor those individuals and groups who make unique contributions to their communities through volunteer service, and to focus public attention on these outstanding and innovative volunteer efforts.

Due Date: January

Sponsoring Organization: Office of Personnel Management

Contact: none listed

Eligibility: Any individual, group or family actively engaged in volunteer activities that benefit the community, state or nation may be nominated. All volunteer activities must be performed within the United States or its territories.

Federal Property Manager of the Year Award

The National Property Management Association recognizes an individual whose contribution to the property management field in the Federal Service is regarded as most outstanding by his/her parent organization and peers.

Due Date: May

Sponsoring Organization: National Property Management Association

Contact: none listed

Eligibility: Any contributor to the property management field.

Public Service Excellence Award

This award recognizes groups which have demonstrated substantial improvement in productivity or services by providing high quality service utilizing the most cost effective means. By recognizing groups rather than individuals, the Award demonstrates the importance of teamwork in public service.

Due Date: February

Sponsoring Organization: Office of Personnel Management

Contact: Public Employees Roundtable -- (202) 927-5000

Eligibility: Any group providing high quality service.

Innovations in American Government Award

This award celebrates outstanding examples of creative problem-solving in the public sector.

Due Date: January

Sponsoring Organization: Ford Foundation & John F. Kennedy School of Government

Contact: William Parent (Executive Director) -- (617) 495-0557

Eligibility: Programs must involve a fresh approach to a problem of significant concern to a portion of the U.S. public.

Achievement in Managing Information Technology Award

This award recognizes executives and professionals who have made outstanding contributions to their organizations through the effective use of information technology. This program offers a platform for management to recognize its Senior Executives' achievements and to position its organization as a front-runner in utilizing information technology.

Due Date: July

Sponsoring Organization: American Management Systems, Inc.

Contact: Jan Dodson -- (703) 227-6000

Eligibility: Any Senior Executive who has helped achieve his/her organizations' fullest potential through information technology.

Federal Women's Program Achievement Award

This award recognizes Federal Women's Program Managers (FWPM) and supervisors in the Washington, DC or metropolitan area, who have achieved outstanding results through unusually effective leadership, skill, innovation, and perseverance in extending equal opportunity to women in the work force during the preceding fiscal year.

Due Date: May

Sponsoring Organization: Federal Women's Interagency Board & Office of Personnel Management

Contact: Roslyn Hoover -- (202) 377-5691

Eligibility: FWPMs in the Washington, DC metropolitan area who have made outstanding contributions toward furthering the goals of the Federal Women's Program.

Charles A. Bradshaw Award

This award was established to honor Charles A. Bradshaw, former Personnel Director of the Federal Energy Regulatory Commission. This award recognizes any individual whose work in the personnel management has resulted in notable contributions to his or her agency, its workforce, and the general public.

Due Date: February

Sponsoring Organization: Small & Independent Agency Personnel Directors Group

Contact: Al Barke -- (703) 325-7593

Eligibility: Any Federal Personnelist.

President's Council on Management Improvement Awards for Management Excellence

This award recognizes Federal employees, groups, or organizations that have made significant improvements in the quality and productivity of Federal services. It also recognizes individual employee and group efforts which use innovative approaches to deliver programs and services to the public and to reduce costs.

Due Date: June

Sponsoring Organization: President's Council on Management Improvement

Contact: Steve Mertens -- (202) 395-4935

Eligibility: Individual Federal employees, organizations, and agencies represented by a member of the President's Council on Management Improvement.

Federal Leadership Conference Award

This award recognizes those individuals who have clearly distinguished themselves in providing leadership in the Federal financial community and the private sector.

Due Date: November

Sponsoring Organization: Association of Governments Accountants

Contact: Lori Walters -- (703) 684-6931

Eligibility: Any Federal employee.

Roger W. Jones Award for Executive Leadership

This award is presented annually to two Federal Senior Executives who have demonstrated superior leadership. This award was created to emphasize the importance of public administration and to recognize exemplary contributions by career Senior Executives to good Government.

Due Date: December

Sponsoring Organization: American University

Contact: Jones Award Office -- (202) 885-2946

Eligibility: Career Senior Executives.

Arthur S. Flemming Award

This awards program honors outstanding Federal employees who have made significant contributions to the Federal Government. The purpose of this award is to recognize those who have performed outstanding and meritorious work for the Federal Government.

Due Date: December

Sponsoring Organization: Downtown Jaycees of Washington, DC

Contact: Downtown Jaycees -- (202) 728-1135

Eligibility: Any career Federal employee whose 40th birthday does not occur before January 1, of the following year.

Kennedy International Prizes in Mental Retardation

The prizes recognize individuals and groups who have demonstrated dedication to improve the lives of persons with mental retardation as exemplified by outstanding leadership, significant scientific research, educational outcomes, exemplary practices in community support, employment, rehabilitation, or extraordinary involvement as a self-advocate.

Due Date: January

Sponsoring Organization: The Joseph P. Kennedy Jr. Foundation

Contact: none listed

Eligibility: Any person who has shown dedication to the improvement of the lives of persons with mental retardation.

Mary D. Pinkard Leader in Federal Equity Award

This award recognizes Federal employees who have advanced the cause of equity in the Federal Government at personal and professional risk to themselves and who are positive role models for other employees.

Due Date: April

Sponsoring Organization: Federally Employed Women Legal and Education Fund

Contact: Pinkard Award Committee -- (202) 462-5235

Eligibility: Any Federal employee.

Information Resource Management Award

This award recognizes those Federal employees who have made significant contributions in information resources.

Due Date: March

Sponsoring Organization: General Services Administration

Contact: Vivian Ronen -- (202) 501-0154

Eligibility: Any Federal employee.

Federal Telecommunications Systems 2000 Award

This award acknowledges those individual and groups whose accomplishments have resulted in significant improvements in overall Government or agency operations through the use of FTS2000.

Due Date: March

Sponsoring Organization: General Services Administration

Contact: Jim Dolezal -- (202) 208-5002

Eligibility: Individual or Group.

National Partnership Award

This award celebrates the accomplishments of joint labor-management partnerships which have achieved significant success at many levels throughout the Executive Branch.

Due Date: July

Sponsoring Organization: National Partnership Council

Contact: OPM -- (202) 606-2930

Eligibility: All Labor-Management Partnerships.

Everett O. Alldredge Award

This award recognizes an individual's outstanding contributions in the field of records management.

Due Date: July

Sponsoring Organization: Information Resources Administration Councils of the General Services Administration

Contact: Vivian Ronen -- (202) 275-3830

Eligibility: Federal record managers.

Donald L. Scantlebury Memorial Award

This award recognizes senior financial management executives who, through outstanding and continuous leadership in financial management, have been principally responsible for significant economies, efficiencies and improvements in Federal, state, or local government.

Due Date: December

Sponsoring Organization: The Joint Financial Management Improvement Program

Contact: none listed

Eligibility: Senior Financial Management Executives.

Linda Trunzo Humanitarian Award

This award recognizes Federal human resource professionals who have distinguished themselves outside of the work environment by humanitarian act or services, which facilitated and encouraged others to do their best.

Due Date: September

Sponsoring Organization: International Personnel Management Association

Contact: IPMA Federal Section -- (703) 549-7100

Eligibility: Federal Personnelists.

William A. Jump Memorial Award

This award recognizes outstanding service in administration and notable contributions to the efficiency and quality of the public service.

Due Date: February

Sponsoring Organization: William A. Jump Memorial Foundation

Contact: Jackie Donnelly -- (202) 720-7981

Eligibility: Any career Federal Employee who is less than 37 years old and whose 37th birthday occurs on or before December 31, of the following year.

President's Quality Award Program

This award is administered by the Office of Personnel Management to recognize organizations for their accomplishments in quality management and improvement through special achievement awards. This award recognizes Federal Government organizations that have improved their overall performance and capabilities, and demonstrated a sustained trend in providing high quality products and services, resulting in effective use of taxpayer dollars.

Due Date: October

Sponsoring Organization: Office of Personnel Management

Contact: Barbara Smith -- (703) 312-7335

Eligibility: Any Federal Government Organization.

APPENDIX 3

SBA EMPLOYEE & SUPPORT EMPLOYEE OF THE YEAR AWARDS

CRITERIA: All nominees will be considered for Employee of the Year Awards based upon a one page narrative justification describing the employee's contributions and accomplishments. Any extra pages will be discarded. The nomination of an employee or group of employees for Honor Awards recognition should be based on at least one of five criteria described below. These criteria provide special emphasis on certain types of employee contributions and extend the opportunity for Honor Awards consideration to all eligible SBA employees.

- 1) Exemplary Achievement.
- 2) Supervisory/Managerial Achievement.
- 3) Distinguished Career Service.
- 4) Service to the Public.
- 5) Equal Employment Opportunity Achievement.

Nominees in one-grade interval series who are not selected as Employee of the Year will also be considered, at the initial stage of competition, for recognition as Support Employee of the Year. One-grade interval series used in SBA include:

GS-0061 Budget Assistance Series
 GS-0086 Security Clerical and Assistance Series
 GS-0203 Personnel Clerical and Assistance Series
 GS-0303 Miscellaneous Clerical and Assistance Series
 GS-0304 Information Receptionist Series
 GS-0305 Mail and File Series
 GS-0318 Secretary Series
 GS-0322 Clerk-Typist Series
 GS-0326 Office Automation Series
 GS-0335 Computer Clerk and Assistant Series
 GS-0344 Management Clerical and Assistance Series
 GS-0361 Equal Employment Opportunity Assistance Series
 GS-0503 Financial Clerical and Assistance Series
 GS-0525 Accounting Technician Series
 GS-0540 Voucher Examining Series
 GS-1087 Editorial Assistance Series
 GS-1101 General Business & Industry Clerks, Assistants & Technicians
 GS-1106 Procurement Clerical and Technician Series
 GS-1531 Statistical Assistant Series
 GS-2005 Supply Clerical and Technician Series
 GS-0986 Legal Clerical and Assistance Series
 WG-5703 Motor Vehicle Operator Series

ELIGIBILITY: Employees may nominate any other SBA employee for consideration for Honor Awards with the following exceptions.

- 1) Regional administrators are ineligible for award consideration.
- 2) Disaster area office directors are not eligible to receive Disaster Area Office Awards, but may be considered for the Headquarters Employee of Year Awards.

APPENDIX 4**LAWRENCE W. GARDNER
PLATINUM MEDAL HONOR AWARD**

This special award honors those employees who are highly respected by both Agency managers and their colleagues and who put themselves second to the needs of the people they serve. It is a difficult award to win and will not necessarily be presented every year. However, the criteria is simply stated.

CRITERIA: This award should go to an SBA employee who has performed his/her job in an outstanding manner and who truly has the "other person's" interest at heart. Nominees will be considered based upon a **one page** narrative justification which reflects one or more of the following criteria:

- 1) Outstanding efforts in solving problems, both simple and unique, at all levels of an organization;
- 2) Superior service to the public through the performance of a special act or service well beyond the requirements of his/her job and in direct response to an individual need or concern;
- 3) High personal integrity, moral character, and courage in dealing with difficult or sensitive problems; and/or
- 4) Excellent judgment, high level of expertise, and sincere commitment to a professional specialty.

ELIGIBILITY: All SBA employees with at least 5 years of Government service

APPENDIX 5

Outline for Winning Award Nominations

Read the nomination procedures for the award you have chosen and be certain your nominee meets the nomination criteria. Only then should you put pencil to paper (or fingers to the keyboard) and begin to write an award nomination.

Select the nominee's accomplishments which you believe best merit Honor Award recognition. Be sure to fully address the criteria. In writing your nomination narrative, be certain to describe the scope of the accomplishments and the impact of the nominee's contributions. One good way to do this is to explain very concretely what the nominee did and any special challenges faced (e.g. developed a new approach to having banks increase lending by...at a time when banks were restricting their loan activity) and then show specific results (e.g. loans to small business were 50 percent greater than last year).

Explain how the contributions positively impacted SBA and/or SBA's customers (e.g. six letters were received from clients; as one said in his/her letter...). Did your nominee improve upon an existing program or system (e.g. this was first time the region was able to determine this training's impact on small retail stores)? Create a new program/activity/system? Establish a new method to address problems? Be very concrete and specific.

What were the results achieved from the nominee's contribution. Include specific examples. Was there a significant cost savings to the Agency (e.g. the reduction in the use of credit reports was \$10,000 a year in this DO)? Was there a significant change to an existing program or an increase in morale or productivity (e.g. sick leave usage decreased by 20 percent due to nominees actions)? Describe it clearly, and concisely!

Here are two examples to guide you:

POOR: Nominee did a fantastic job with computers. I know of no one who can do better. SBA is really lucky to have this type of employee!

BETTER: Oversaw the installation of a dozen LAN's in a record setting pace of almost one every other week. Not only did the nominee guide her team members in the on site installations, but personally oversaw nearly one half herself, spending 14 hour days on site to ensure everything met her strident standards. Results: Over 300 more SBA staff have since 12/91 been given the means to greatly increase their productivity. (Actual excerpt from the nomination of SBA's 1992 Employee of the Year winner)

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Appendix 6



IDEAS

The

Foundation

For

Change . . .

Use This Form For Your Suggestion
REMEMBER

- Please type your suggestion or print legibly.
- Think out your suggestion thoroughly - present it completely as a specified method or way to solve the problem.
- Be sure your suggestion is a constructive proposal which directly contributes to productivity, economy, efficiency, or increased effectiveness in carrying out SBA's programs or mission, or other improvements in Government operations.
- Discuss your idea with your supervisor. It is your supervisor's responsibility to assist you.

Some types of suggestions are not eligible for processing through the Employee Suggestion Program and should be handled through administrative channels. The following types of suggestions are **NOT** eligible for consideration.

- Proposals for routine maintenance;
- Proposals for services and benefits to employees such as vending machines, cafeteria services, parking facilities, restroom facilities, or holidays;
- Normal or routine safety practices; or
- Suggestions concerning obvious typographical, clerical, or drafting errors.

DO NOT WRITE IN THIS PART

Date Suggestion Received		Date Acknowledgement Sent		Due Date	
Evaluating Official (To Whom Suggestion Was Sent)					
ACTIONS TAKEN					Date
Final Action		Non-Adopted		If Adopted Show, Type of Benefits Realized	
<input type="checkbox"/> Adopted	<input type="checkbox"/> Non-Adopted	<input type="checkbox"/> Intangible	<input type="checkbox"/> Tangible	Date of Final Communication to suggester	Amount of Benefits Tangible/Intangible
					Amount of Award

SBA Form 1994 (1/97)

EMPLOYEE SUGGESTION


(Complete Parts 1, 2 and 3)

PART 1 - Official Suggestion Registration <i>(Complete Items 1-10)</i>		1. Date Suggestion Submitted	CONTROL NO. (Do Not Use)
Suggestion/Employee Recognition Coordinator FIELD:(HROD-DENVER) or HEADQUARTERS		2. Title of Suggestion	
3. Suggester's Name (Last, First, MI- Print or Type)		4. Suggester's Office Address (Include SBA Mail Code)	
5. Position Title	6. Grade (or Salary)	9. Name of Supervisor (If Consulted)	
7. Organizational Unit	8. Office Phone		
10. CERTIFICATION - If SBA or the Government adopts this suggestion, I understand that I may receive an award by written notification or through practical application of the idea as a result of the suggestion within two years of the date of the final action on this suggestion as defined in SOP 34 51. I also agree that the use of this suggestion by the United States shall not form the basis for a claim of any nature upon the United States by me, my heirs or assigns.		Employee's Signature DO YOU DESIRE YOUR SUGGESTION TO BE PROCESSED ANONYMOUSLY? () YES () NO	

PART 1

PART 2 -Acknowledgement of Employee Suggestion <i>(Complete Items 1 and 2)</i>		CONTROL NO. (Do Not Use)
1. Title of Suggestion	<p><i>This acknowledges receipt of your suggestion.</i></p> <p><i>We will notify you when we complete action on Your suggestion.</i></p>	
2. Suggester's Name and Office Address	3. Expected Action Date	
2. Suggester's Name and Office Address	4. Signature - Employee Recognition Coordinator	
	5. Date of Acknowledgement	

PART 2

	PART - 3 Suggestion Description <i>(Complete Items 1-6 Continue on Reverse If Necessary)</i>	1. Date Suggestion Submitted	CONTROL NO. (Do Not Use)
2. Title of Suggester			
3. Describe Present Procedures or Conditions			
4. Explain Your Suggestion (How will it Work? What will it do? Where can it be used?)			
5. State Benefits to the Government (Show savings where possible)			
6. Indicate Other Areas (if any) That May Benefit From This Suggestion			
SBA Form 1994 (1/97)		PART 3	

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APPENDIX 7

SBA SUGGESTION EVALUATION FORM																																															
1. Date Received		2. Suggestion Number																																													
3. Evaluator's Name		4. Organization																																													
<p>5. Recommendation:</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p><input type="checkbox"/> Adoption in whole.</p> <p><input type="checkbox"/> Adoption in part only. (specify)</p> <p><input type="checkbox"/> Adoption for limited time/test. (begin _____ end _____)</p> </div> <div style="width: 45%;"> <p><input type="checkbox"/> Merits consideration by other office/Agency (specify).</p> <p><input type="checkbox"/> Nonadoption.</p> <p>Reason:</p> </div> </div> <p>IMPLEMENTATION DATE: _____</p>																																															
<p>Benefit Calculation</p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="4" style="text-align: left; padding-bottom: 5px;">Tangible (Estimate of net monetary benefit for first full year of operations)</th> <th style="text-align: center; padding-bottom: 5px;">Value</th> <th style="text-align: center; padding-bottom: 5px;">Intangible Extent</th> </tr> </thead> <tbody> <tr> <td style="width: 20%;">Cost</td> <td style="width: 20%;">Former method</td> <td style="width: 20%;">New Method</td> <td style="width: 20%;">Savings</td> <td style="width: 20%;"></td> <td style="width: 20%;"></td> </tr> <tr> <td>Labor</td> <td>\$ _____</td> <td>\$ _____</td> <td>\$ _____</td> <td>Moderate</td> <td>Limited</td> </tr> <tr> <td>Material</td> <td></td> <td></td> <td></td> <td>Substantial</td> <td>Broad</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>High</td> <td>General</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td>Exceptional</td> <td></td> </tr> <tr> <td colspan="4" style="padding-top: 5px;">Total</td> <td></td> <td></td> </tr> </tbody> </table>						Tangible (Estimate of net monetary benefit for first full year of operations)				Value	Intangible Extent	Cost	Former method	New Method	Savings			Labor	\$ _____	\$ _____	\$ _____	Moderate	Limited	Material				Substantial	Broad					High	General					Exceptional		Total					
Tangible (Estimate of net monetary benefit for first full year of operations)				Value	Intangible Extent																																										
Cost	Former method	New Method	Savings																																												
Labor	\$ _____	\$ _____	\$ _____	Moderate	Limited																																										
Material				Substantial	Broad																																										
				High	General																																										
				Exceptional																																											
Total																																															
AWARD RECOMMENDATION																																															
7. Tangible Benefits		8. Intangible Benefits		9. Total Monetary Award																																											
10. Signature of Evaluator		11. Title		12. Date																																											
13. Signature of Approving Official				14. Date																																											

SBA Form 2013 (7/97)

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APPENDIX 8



U.S. SMALL BUSINESS ADMINISTRATION

Presents this Certificate of

Adopted Employee Suggestion

To

*In recognition of your constructive idea which has contributed
to the efficient, economical, and effective operation of the Agency.*

Date

SBA Form 127A(4-75)

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Appendix 9

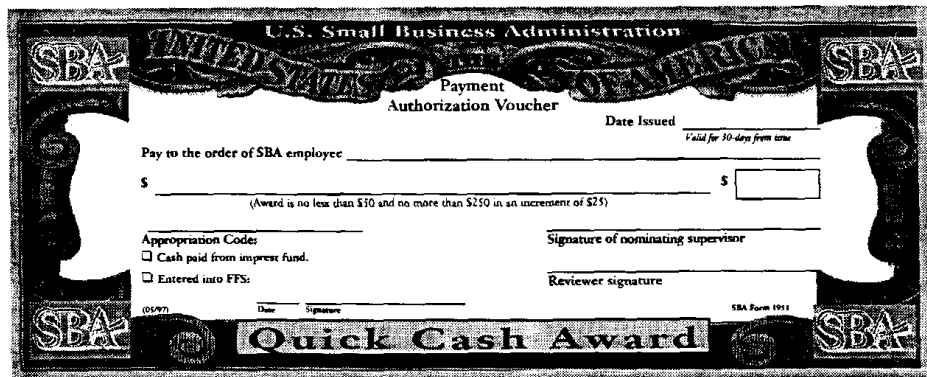
		U.S. SMALL BUSINESS ADMINISTRATION		<i>For servicing personnel office use only.</i>	
RECOMMENDATION FOR A CASH AWARD				NUMBER	
				DATE	
Please complete this form in full before submitting it to your servicing personnel office.					
PART I - RECOMMENDATION (To be completed by supervisor)					
1. NAME OF EMPLOYEE		2. SOCIAL SECURITY NUMBER		3. BUDGETARY CODE	
4. SUPERVISOR'S TYPED NAME AND TITLE		5. SIGNATURE		6. DATE	
PART II - TYPE OF AWARD RECOMMENDED					
7. SPECIAL ACT AWARDS Are based on performance substantially beyond expectations on a specific assignment or job function. Justification for this award will be separate from that used to support the employee's current rating of record. AWARD AMOUNT \$ _____ SUGGESTION AWARDS: Are awards granted to an employee for an adopted idea submitted in writing which directly contributed to economy, efficiency, or increased effectiveness of government operations. SUGGESTION AMOUNT: \$ _____ (Suggestion Program Coordinator Use Only)					
PART III - CONCURRENCE AND APPROVAL					
8. NAME		9. TITLE		10. DATE	
11. NAME		12. TITLE		13. DATE	
14. NAME		15. TITLE		16. DATE	
17. APPROVING OFFICIAL OR ADMINISTRATOR (as appropriate)				18. DATE	
PART IV - CONCURRENCE AND APPROVAL					
I certify that is within my authority to approve the above recommendation and that the criteria for such recognition have been met.					
19. INCENTIVE AWARDS OFFICER				20. DATE	

SBA Form 595(1/97) Previous Editions Are Obsolete

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APPENDIX 10

FRONT



U.S. Small Business Administration

Payment Authorization Voucher

Date Issued _____ Valid for 30 days from issue

Pay to the order of SBA employee _____

\$ _____ \$ _____

(Award is no less than \$10 and no more than \$250 in an increment of \$25)

Appropriation Codes: _____

☐ Cash paid from unspent fund.

☐ Entered into FFS: _____

Signature of nominating supervisor _____

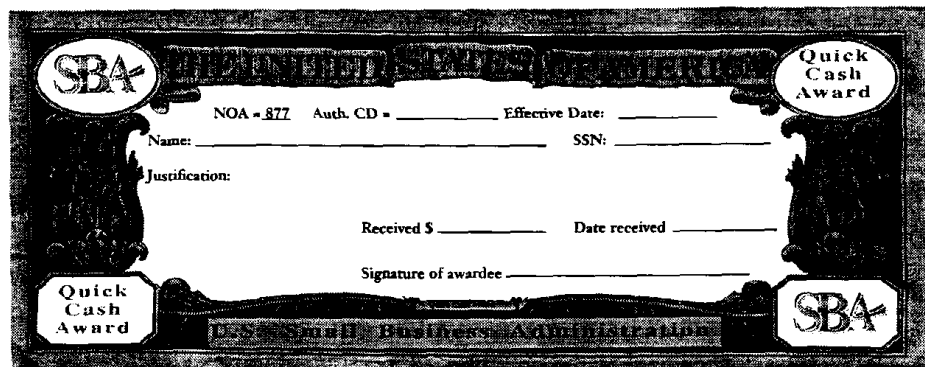
Reviewer signature _____

Date _____ Signature _____

Quick Cash Award

SBA Form 1011

BACK



NOA - 877 Auth. CD - _____ Effective Date: _____

Name: _____ SSN: _____

Justification: _____

Received \$ _____ Date received _____

Signature of awardee _____

Quick Cash Award

U.S. Small Business Administration

Quick Cash Award

SBA

All previous editions are obsolete.

1. Purpose. In order to correct an eligibility inequity, paragraph 1a. of chapter 4 is revised to permit Management Board members and office directors to receive Quick Cash Awards. Paragraph 1c. of chapter 4 is revised to increase the maximum amount receivable during a 12-month period to \$750. Paragraph 7 of chapter 4 is modified to clarify that if the Quick Cash Award nominator is a Management Board member not in the employee's supervisory chain, the reviewer must be a Management Board member in the employee's supervisory chain. Also included are clarifications of paragraph 2a. and editorial changes to paragraphs 9a.(2), 9b., 9d., and 9e.
2. Personnel Concerned. All SBA employees.
3. Page Changes.

<u>Remove</u>	<u>Insert</u>
23-26	23-26
4. Originator. Office of Human Resources.